



COUNTY OF LOS ANGELES

Public Health

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TO: Each Health Deputy

FROM: Wayne K. Sugita, M.P.A., Acting Director
Alcohol and Drug Program Administration *WKS*

SUBJECT: **NEW HOPE HEALTH SERVICES - SUSPENSION OF PROPOSITION 36 REFERRALS**

This is to report a situation involving the suspension of treatment referrals to New Hope Health Services, Inc., a Proposition 36 treatment provider of outpatient counseling services.

The suspension of treatment referrals was originally put in place in December 2007, as a result of the agency's lack of compliance with its Proposition 36 contractual agreement.

The attached summary provides a detailed description of the situation and our efforts to resolve this matter. The suspension of referral services will remain in place until the agency corrects and addresses all noted deficiencies. A follow-up visit will be conducted in September 2008, to assess the agency's progress. A determination will be made at this time to consider if reinstatement of treatment referral services to this agency is warranted.

If you have any questions or need additional information, please let me know.

WKS:yl

Attachment

c: Jonathan E. Fielding, M.D., M.P.H.
Tami Omoto-Frias
Paul H.S. Kim
Jonathan E. Freedman
Wendy Schwartz

**COUNTY OF LOS ANGELES – DEPARTMENT OF PUBLIC HEALTH
ALCOHOL AND DRUG PROGRAM ADMINISTRATION**

SUMMARY OF ISSUES

BACKGROUND:

Los Angeles County Alcohol and Drug Program Administration (ADPA) received a complaint on August 21, 2007, from a contracted treatment provider and assessment center, who indicated that the Inglewood Court was dissatisfied with the overall performance in the delivery of treatment services of New Hope Health Services, Inc., a contracted Proposition 36 treatment agency.

On September 11, 2007, ADPA staff conducted a site visit to New Hope Health Services, Inc. Based on the concluding investigative report dated October 5, 2007, ADPA recommended that due to the agency's lack of compliance with the Proposition 36 contract that further referrals from all Courts and/or any other sources be suspended. Among the deficiencies found were:

1. Numerous findings related to the agency's lack of compliance with both the Proposition 36 contract, and the Proposition 36 Services Matrix.
2. Several of the participant files failed to include needed treatment assessments; initial and updated treatment plans; and notification of initial treatment planning and/or monthly progress reporting to court and/or probation as mandated by the Proposition 36 contract.
3. The Proposition 36 contract dictates a set minimum number of hours/sessions to be completed on a weekly basis. The program for the most part failed to meet the set minimums of treatment services.
4. The investigation confirmed that the complaints and issues raised by the Court were justified.

On October 11, 2007, ADPA suspended all referral services to this provider.

On November 1, 2007, New Hope Health Services Inc, submitted a Corrective Action Plan (CAP) addressing noted deficiencies. After careful review, the CAP was found unacceptable. A revised CAP was requested and submitted by the agency on November 26, 2007. The second CAP was also found unacceptable. After continued correspondence with New Hope Health Services Inc., a CAP was submitted on December 6, 2007, addressing all noted deficiencies.

On January 31, 2008, ADPA staff approved the agency's CAP, and noted that a follow-up site visit would be conducted to determine if the referral suspension could be reverted.

The referral suspension has remained in place since October 11, 2007.

On June 9 and 16, 2008, ADPA staff conducted a second follow-up site visit to assess the agency's level of compliance and found many of the items as cited in the September 11, 2007, site report were unresolved by the program.

On July 21, 2008, ADPA staff recommended that the prior suspension status remain in place primarily due to the lack of progress by the agency to improve on noted deficiencies as cited on the October 5, 2007 Investigation Site Report. ADPA staff will continue to work with New Hope Health Services, Inc., in an effort to bring the agency up to compliance with program requirements. A third follow-up visit will be conducted in September 2008, to assess the agency's progress, at which time, a determination will be made to consider if reinstatement of treatment referral services to this agency is warranted.